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USER GUIDE

Cisco Wireless-G IP Phone
Model WIP310

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Welcome

Thank you for choosing the Cisco WIP310 Wireless-G IP Phone. The phone allows you to make inexpensive, yet high-quality, Voice over IP (VoIP) telephone calls using your Internet connection. The phone supports traditional features, such as redialing, speed dialing, call forwarding, contacts list, call history, and speaker phone. The WIP310 Wireless-G IP Phone also supports advanced call features, such as 3-way call conferencing, call transferring, web services (Local Search, Stock, and Weather), and more.

**NOTE**

Some advanced call features require Internet Telephone Service Provider (ITSP) integration and support. For information on these features, check with your ITSP. For more information about your Internet phone service, please refer to the materials provided by your ITSP.

Use the instructions in this User Guide to help you connect to your wireless network and configure your WIP310 Wireless-G IP Phone so that you can start making calls right away!

About the Phone

The Cisco WIP310 IP phone is part of the Cisco suite of products for small-to-medium businesses and individuals. This suite of products provides low-cost Internet telephony solutions, including an IP PBX (SPA9000) to provide business-class phone services, a line of wired IP phones, and the WIP310 wireless IP phone.

The WIP310 wireless IP phone is compatible with the Cisco SPA9000 Voice System to provide wireless IP phone service in a home office or small office environment. It can serve also as a standalone wireless Internet phone in a home environment where a wireless G network is available. For travel, the Cisco WIP310 provides phone service wherever wireless networks are available.



NOTE Wireless networks requiring you to enter authentication (such as a user name and password) are *not compatible* with the WIP 310.

About This Guide

While reading through the User Guide you may encounter various icons designed to call attention to a specific item. Below is a description of these icons:



NOTE Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.



CAUTION Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.



TIME SAVER Means *the described action saves time*. You can save time by performing the action described in the paragraph.



TIP Means *the following are useful tips*.

Finding Information in PDF Files

The WIP310 documents are published as PDF files. The PDF Find/Search tool within Adobe® Reader® lets you find information quickly and easily online. You can perform the following tasks:

- Search an individual PDF file.
- Search multiple PDF files at once (for example, all PDFs in a specific folder or disk drive).
- Perform advanced searches.

Finding Text in a PDF

Follow this procedure to find text in a PDF file.

STEP 1 Enter your search terms in the Find text box on the toolbar.



NOTE By default, the Find tool is available at the right end of the Acrobat toolbar. If the Find tool does not appear, choose **Edit > Find**.



STEP 2 Optionally, click the arrow next to the Find text box to refine your search by choosing special options such as Whole Words Only.

STEP 3 Press **Enter**.

STEP 4 Acrobat displays the first instance of the search term.

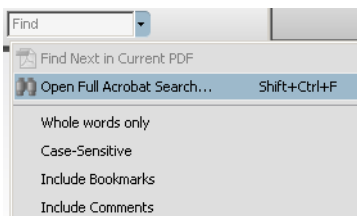
STEP 5 Press **Enter** again to continue to more instances of the term.

Finding Text in Multiple PDF Files

The *Search* window lets you search for terms in multiple PDF files that are stored on your PC or local network. The PDF files do not need to be open.

STEP 1 Start Acrobat Professional or Adobe Reader.

STEP 2 Choose **Edit > Search**, or click the arrow next to the *Find* box and then choose **Open Full Acrobat Search**.

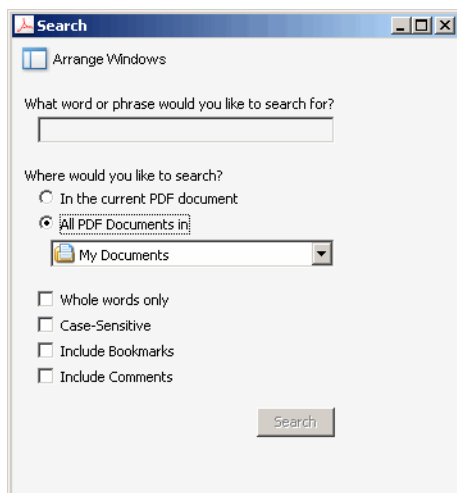


STEP 3 In the *Search* window, complete the following steps:

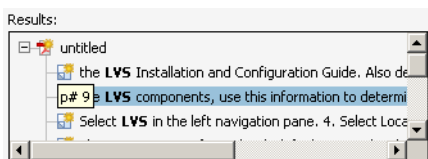
- a. Enter the text that you want to find.
- b. Choose **All PDF Documents in**.

From the drop-down box, choose **Browse for Location**. Then choose the location on your computer or local network, and click **OK**.

- c. If you want to specify additional search criteria, click **Use Advanced Search Options**, and choose the options you want.
- d. Click **Search**.



- STEP 4** When the Results appear, click + to open a folder, and then click any link to open the file where the search terms appear.



For more information about the Find and Search functions, see the Adobe Acrobat online help.

Getting to Know Your WIP310

This chapter contains the following sections:

- Charging the Phone, page 10
- Using Phone Keys and Buttons, page 12
- Entering Text, page 13
- Using Your Phone's Hardware Features, page 15

Charging the Phone



Your Cisco WIP310 Wireless-G IP Phone set consists of a handset, charger, USB cable, and power supply.

To charge the phone:

-
- STEP 1** Place the phone in the charging cradle.
 - STEP 2** Connect one end of the power supply to the phone charger.
 - STEP 3** Connect the other end of the power supply to an electrical outlet.
-

See [Charging the Battery, page 22](#).

You can also connect one end the included USB cable to the USB port on the bottom of the phone and the other end to your PC to charge the phone.



Figure 1 USB port on phone



CAUTION The battery must charge for at least 8 hours prior to the phone's initial use. Do not power on the phone for the first time until it has charged for at least 8 hours.

Talk time for the phone is approximately three (3) hours and standby time is approximately 40 hours.



NOTE Talk and standby time can vary widely depending on your phone settings and wireless environment. Cisco recommends that you keep the phone in the charger when it is not in use.

Using Phone Keys and Buttons

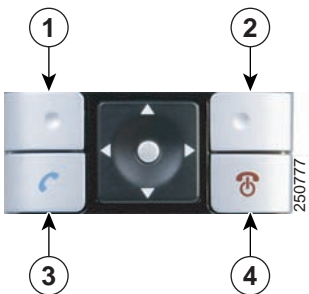


Figure 2 Phone Buttons

This table describes your phone's buttons:

Number	Description
1	Left soft key—The function of this key depends on the phone screen or menu you are currently viewing. For example, in the Home screen, press this soft key for Options .
2	Right soft key—The function of this key depends on the phone screen or menu you are currently viewing. For example, in the Home screen, press this soft key for Contacts .
3	Call button—Used to place and answer calls.
4	Power/End Call button—To power on the phone, press and hold this button until the screen is lit. To power off the phone, press and hold this button until the screen becomes dark. TIP You also press this button to end a call or to return to the phone Home screen at any time.

Handset Navigation Pad



Figure 3 Select Button and Arrow Keys

To navigate through the phone menus, use the Navigation Pad. The **Select** button is the silver button in the middle of the navigation pad.

The arrow keys are used to move up, down, left and right through the phone menus.



Figure 4 Keypad

The keypad is used for dialing numbers and entering letters and symbols.

Entering Text

When entering characters, press the **Back** soft key to delete one character at a time.

Press a key multiple times to view the characters associated with that key. Available characters are shown in the following table:

Key	Character Set
1	1 / : \ , ! ; \$ ^
2	abc2ABC
3	def3DEF
4	ghi4GHI
5	jkl5JKL
6	mno6MNO
7	pqr7PQRS
8	tuv8TUV
9	wxyz9WXYZ
0	Space 0 ~ ? > ' < "
*	. @ * & % [] _
#/P	# + - = () { }

To exit to a previous menu without saving information:

-
- STEP 1** Press the **Back** key multiple times until you reach the beginning of the text field. The **Cancel** soft key then appears.
- STEP 2** Press **Cancel** to exit.
-



TIP Press the **Power/End Call** button to return to the Home screen at any time.

Using Your Phone's Hardware Features

Your phone includes a speaker phone and a headset port.



Figure 5 Speaker Phone

The speaker is located on the back of the phone. To use the speaker phone, while on a call, press the **Speaker On/Off** button located on the left side of the phone. The speaker symbol appears on the phone display when the speaker phone is in use.



Figure 6 Headset

To use a headset with your phone, connect a supported headset to the 2.5 mm headset jack on the right side of the phone.

Understanding the Phone LEDs

Your phone has an LED in the upper left corner that displays colors to indicate the phone status. The following table shows the colors and their meanings:

Color and State	Definition
Off	The phone is off and is not charging.
Solid red	The phone is off and is charging.
Solid green	The phone is off and is fully charged.
Orange blinking	The phone is on and cannot register to the ITSP, or the phone has low power.
Green blinking	The phone is on, is connected to the wireless network and the ITSP, and is in ready to use.
Red blinking	The phone is on and there is an unread text message or voice mail message.

Viewing the Phone Display Screen

Your phone features a full-color high-resolution display screen that provides the phone status, time and date, and other information as described below.

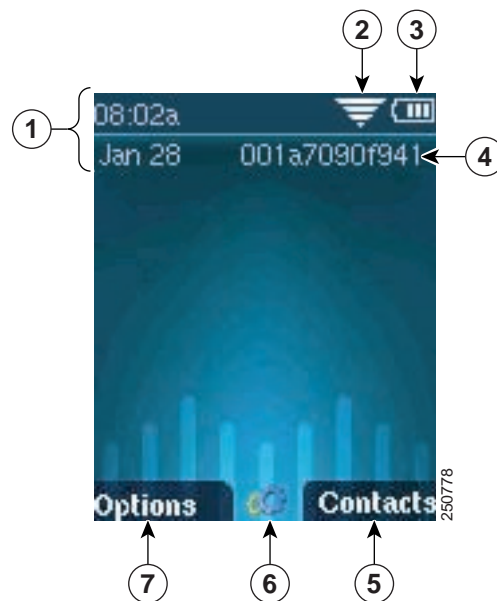





Figure 7 Home Screen













You can return to the Home screen at any time by pressing the **Power/End Call** button. The Home screen displays the following information:













Number	Description
1	Date and Time—For information on changing the date and time, see Setting the Date and Time, page 59 .
2	Indicates the wireless signal status. Solid bars indicate the wireless signal strength. Full signal strength is available when four bars are shown.
3	Indicates the battery status. Flashing bars indicate the battery is charging. The battery is fully charged when four bars are shown.
4	Station Name—The name of your phone appears in the upper right corner. This name may be automatically assigned. To change the station name, see Changing the Phone Name (Station Name), page 60 .
5	Contacts—Press the Contacts soft key to access your contacts address book. See Using Contacts, page 62 .
6	Settings—In the Home screen, press the Select button under the Settings icon to access many phone options, such as wireless setup, call preferences, speed dials, and call forwarding.
7	Options—Press the Options soft key to access phone options.

Understanding Display Screen Icons

The display screen also contains icons that indicate phone functions and status. The most common icons are shown in the following table.

Icon	Description
	Indicates that the phone is searching for the wireless network.
	Indicates that there are new missed calls.
	Indicates that there is voice mail.

Icon	Description
	Indicates that there are new message(s) waiting.
	Indicates that the speaker phone is in use.
	Indicates that the handset or headset is in use.
	Indicates that the phone ringer is off.
	Appears when you are accessing the phone volume control.
	Identifies the Settings menu or button. In the Home screen, press the Select button to access the settings menu.
	Displays phone information. Press the Select button for more information on the menu item.
	Enables Do Not Disturb. Press the Select button to enable or disable Do Not Disturb.
	Indicates that the phone is locked.
	Indicates that you have an incoming call.
	Indicates that dialing is in progress.
	Indicates that a call is progressing.

Icon	Description
	Indicates that a call is in progress between two WIP310 phones.
	Indicates that a call is active.
	Indicates that a call is on hold.
	Indicates that a call has ended because the other party hung up, the number was incorrect, or the call timed out.
	Indicates that you have picked up a call from another extension.
	Indicates that you have picked up a call from an extension in a group of phones.
	Indicates that the call is shared between two extensions.
	Indicates a conference call. In the Options menu, press Select to create a conference call.
	Indicates that an incoming call is rejected.
	When this icon appears, press Select to edit the current entry.
	When this icon appears, press Select to confirm the current choice.
	When this icon appears, press Select to view more details about the current highlighted item.
	When this icon appears, press the Select button to view or edit the selected menu item.

Understanding Display Messages

Your phone displays status messages on the screen to indicate phone actions and results. Some of the common display messages are:

- **Acquiring Network**—The phone is attempting to connect to a wireless network.
- **Trying to Register**—The phone is connected to the wireless network and is attempting to connect to your Internet Telephony Service Provider (ITSP) to register your phone.
- **Registration Failed**—The phone is connected to the wireless network, but cannot register with your ITSP. The phone must be registered with your ITSP before use. Registration can fail if:
 - Your Internet service is not available to complete the registration.
 - Your ITSP's systems are not responding to the registration request.
 - Your registration information is incorrect.

Contact your ITSP for troubleshooting information.

Installing the WIP310

This chapter contains the following sections:

- [Installing the Battery, page 21](#)
- [Powering On the Phone, page 23](#)
- [Powering Off the Phone, page 23](#)
- [Before You Begin, page 24](#)
- [Accessing the Wireless Network, page 24](#)

Installing the Battery

To install the battery:

-
- STEP 1** Open the phone's back battery cover.
- STEP 2** Place the battery so that the metal contacts on the battery touch the metal contacts in the battery compartment. The battery fits only one way. Do not force.
- STEP 3** Replace the cover after the battery is installed.
-



Figure 1 Battery Installed

Charging the Battery

To charge the battery:

- STEP 1** Insert the power adapter into the charger.



Figure 2 Inserting the Power Adapter

STEP 2 Insert the adapter into a wall outlet.

STEP 3 Charge the phone by placing the phone into the charger.



NOTE You can also charge the phone using the USB cable. Connect one end to your phone and the other end to a USB port on your personal computer.

The phone briefly displays a charging icon and the LED is solid red. When the LED is solid green, the phone is fully charged.



NOTE The battery needs to charge for at least 8 hours prior to the phone's initial use. Do not power on the phone until it has charged for at least 8 hours.

Powering On the Phone

Power on the phone by pressing and holding the **Power/End Call** button for approximately five seconds until the screen is lit. The phone is ready to use when the **Home** screen appears (in approximately 30 seconds).

Powering Off the Phone

Power off the phone by pressing and holding the **Power/End Call** button until the screen becomes dark.

Before You Begin

To use your Wireless-G IP Phone, you need the following:

- Access to a Wireless-B or Wireless-G network with Internet access
- An account with an Internet Telephony Service Provider (ITSP)

To use your phone, you need to complete the following tasks:

-
- STEP 1** Connect to a wireless network.
- STEP 2** Register your phone with your ITSP. If you received your phone directly from your ITSP, it should be pre-configured and should perform this step automatically after you power on the phone.
-

Accessing the Wireless Network

The first time you power on the phone, the phone is not configured to connect to a network. To connect your phone to your wireless network, you need to set up a Wireless Profile. There are two ways to configure the Wi-Fi Profile: Automatically via Wi-Fi Protected Setup¹ and Manually.



NOTE When configuring the phone's wireless network, you should be **as close as possible** to the wireless router. For normal use, the phone should be within 300 feet (90 m) of the wireless network to connect.

1. The Wi-Fi Protected Setup Mark is a mark of the Wi-Fi Alliance.

Using Wi-Fi Protected Setup

If your wireless router supports Wi-Fi Protected Setup, you can use this option to automatically connect the phone to your wireless network.



NOTE Look for the **Wi-Fi Protected Setup** button on your router. If you are not sure that your router supports this feature, consult your router User Guide.



Figure 3 Wi-Fi Protected Setup button

Using the Push Button Method

The easiest way to connect your phone to the wireless network is the push button method:

STEP 1 Press the **Power/End Call** button to power on the phone.



STEP 2 When the Home screen appears, press the **Select** button to display the Settings menu. Press the **Select** button again and navigate to the *Wireless Setup* menu.



STEP 3 Press the **Select** button to view your options.

STEP 4 Navigate to *Use Wi-Fi Protected Setup* and press the **Select** button.



STEP 5 Navigate to *Connect easily by pushing a button*.



STEP 6 Press the **Select** button.

STEP 7 Follow the phone's on-screen instructions to connect your phone to your network using Wi-Fi Protected Setup:

- a. Press the **Wi-Fi Protected Setup** button on your router.



- b. Within two minutes, press the **Select** button (green check mark icon) on your phone.

The phone displays a message if the connection is successful.

If the connection is successful, the phone creates a Wi-Fi Profile automatically. To view, edit, or manage your Wi-Fi Profiles, see [Manually Configuring Your Wireless Connection, page 30](#).

Using the PIN Connect Method

You can also connect your phone to the wireless network by entering the phone's PIN on your wireless router.

- STEP 1** Press the **Power/End Call** button to power on the phone.



- STEP 2** When the Home screen appears, press the **Select** button to display the Settings menu. Press the **Select** button again and navigate to the *Wireless Setup* menu.



- STEP 3** Press the **Select** button to view your options. Navigate to *Use Wi-Fi Protected Setup* and press **Select**.



- STEP 4** Navigate to *Connect by using PIN*.

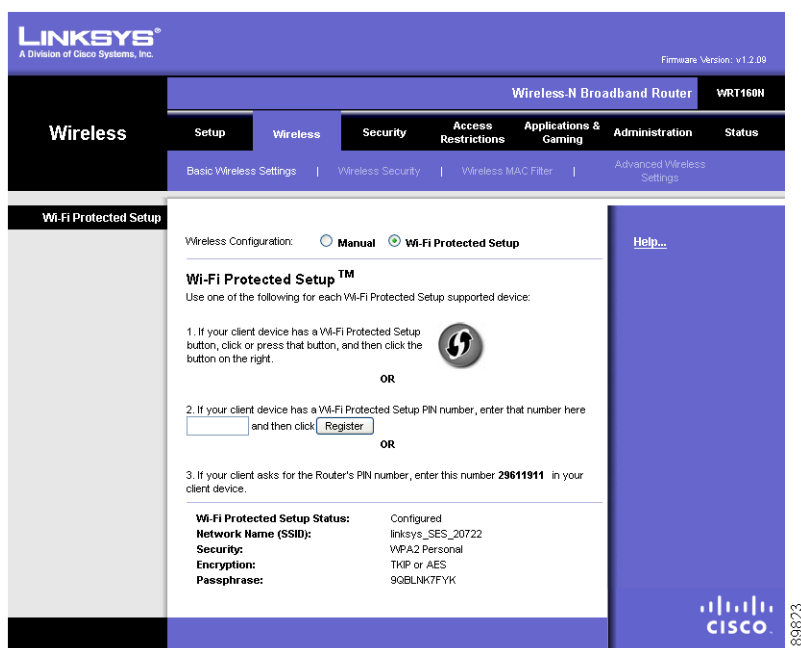


- STEP 5** Press the **Select** button. Your phone's PIN is displayed.



- STEP 6** Connect to your router's web interface using a web browser. Your computer must be connected to your wireless network. Enter the IP address of the wireless router in the browser toolbar.

- STEP 7** If required, enter the user name and password. (By default, Linksys routers typically use “admin” for the user name and “admin” for the password.)
- STEP 8** View the Wireless tab or screen. Locate the Wireless Protected Setup configuration menu. The following example is from the Linksys WRT160N:



- STEP 9** Enter the PIN into the field that allows you to setup wireless devices using a PIN. (In the example for the WRT160N, press **Register** after entering the PIN.)

A message appears if the connection is successful.



NOTE If the connection is successful, the phone creates a Wi-Fi Profile automatically. To view, edit, or manage your Wi-Fi Profiles, see [Manually Configuring Your Wireless Connection, page 30](#).

Manually Configuring Your Wireless Connection

Use this method to connect to your network if your router does not support the Wi-Fi Protected Setup feature. If you are manually configuring your WIP310 wireless connection, you need to know the wireless security type for your router. The WIP310 works with the following security types:

- **WEP—Wired Equivalent Privacy.** With this type of security, you need to enter a 64 or 128-bit key on the phone (or a more easily remembered passphrase to generate the key). The phone then authenticates with your router to provide a secure connection.
- **WPA—Wi-Fi Protected Access.** With this type of security, you need to enter a password on the phone. The phone then authenticates with your router to provide a secure connection.

Determining Your Wireless Router Security Type

If you do not know your wireless router security type, you need to log in to the router interface to get this information. The steps below are written for a Linksys router, but procedures for other routers should be similar.

-
- STEP 1** Log in to your wireless router's web interface using a web browser. Your computer must be connected to your wireless network. Enter the IP address of the wireless router in the browser toolbar.
- STEP 2** If required, enter the user name and password. (By default, Linksys routers typically use "admin" for the user name and "admin" for the password.)
- STEP 3** View the Wireless tab or screen. Note the network name (SSID) and the type of security (WEP, WPA Personal, or WPA2 Personal).

If your router is using WEP, note the following:

- **WEP encryption:** 64 bit or 128 bit. You need to choose this later.
- **Default transmit key, or TX key:** The default key (of the 4) that the router transmits to authenticate. This value will be 1, 2, 3, or 4.
- **Passphrase and keys:** You choose one of two methods to enter the WEP key. You either directly enter the WEP key, or enter a more simple passphrase to generate the WEP key.

The following example shows WEP information for a Linksys WRT160N router:

The screenshot shows the Linksys WRT160N router's configuration interface. The top navigation bar includes 'Wireless', 'Setup', 'Wireless', 'Security', 'Access Restrictions', 'Applications & Gaming', 'Administration', and 'Status'. The 'Wireless' section is expanded, showing 'Basic Wireless Settings', 'Wireless Security', 'Wireless MAC Filter', and 'Advanced Wireless Settings'. The 'Wireless Security' page is active, displaying the following settings:

- Security Mode: WEP
- Encryption: 40 / 64-bit (10 hex digits)
- Passphrase: linksys_secure (with a 'Generate' button)
- Key 1: 4EAA DF53EB
- Key 2: BA38 EB7E33
- Key 3: 7E4B 05E4CD
- Key 4: 7296 64F63B
- TX Key: 1

At the bottom, there are 'Save Settings' and 'Cancel Changes' buttons. The Cisco logo is visible in the bottom right corner.

If your router is using WPA, note the WPA shared key, or passphrase that you need to enter later. The following example shows WPA information for a Linksys WRT160N router:

The screenshot shows the Linksys WRT160N router's configuration interface. The top navigation bar includes 'Wireless', 'Setup', 'Wireless', 'Security', 'Access Restrictions', 'Applications & Gaming', 'Administration', and 'Status'. The 'Wireless' section is expanded, showing 'Basic Wireless Settings', 'Wireless Security', 'Wireless MAC Filter', and 'Advanced Wireless Settings'. The 'Wireless Security' page is active, displaying the following settings:

- Security Mode: WPA Personal
- Passphrase: 90BLNK7FYK
- Key Renewal: 3600 seconds

At the bottom, there are 'Save Settings' and 'Cancel Changes' buttons. The Cisco logo is visible in the bottom right corner.

Adding a Wireless Profile

STEP 1 Press the **Power/End Call** button to power on the phone.



When the Home screen appears, press the **Select** button to display the Settings menu. Press the **Select** button again and navigate to the *Wireless Setup* menu.



STEP 2 Press the **Select** button to view your options.

STEP 3 Select *Manual Setup* to manually configure a Wi-Fi Profile.



The Wi-Fi Profiles screen list appears. The list is empty when configuring your phone for the first time. You can either:

- Create a new profile (skip to [Creating a New Router Profile, page 34](#)).
- Scan for available wireless networks

- STEP 4** To search for the available networks, press the **Options** soft key, then navigate to *Scan Networks*. Press the **Select** button.



A list of available networks appears.



- STEP 5** Navigate to the desired network and press the **Select** button:
- If the network is unsecured, see [Unsecured Routers, page 34](#).
 - If the network is secured, you will need to enter your passphrase or other security credentials.

Unsecured Routers

If your network appears in the list, and you are not using router security, the phone automatically connects to your network after you press the **Select** button. The display screen indicates whether or not the connection was successful.

**NOTE**

If your router did not appear automatically in the list, security settings on your router probably prevented its name from being shown. You need to know the name assigned to the router by the network administrator.

Creating a New Router Profile

Follow the steps below to add the profile:

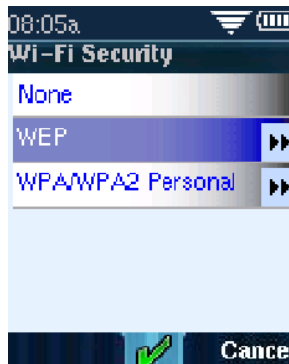
- STEP 1** In the Wireless Setup > Manual Setup screen, press **Options** and choose *New Profile*.



- STEP 2** Press the **Left Arrow** key to turn *Auto Connect* on.



- STEP 3** Scroll down and enter a profile name (such as “Home” or “Work”) to identify the wireless router to which you are connecting.
- STEP 4** Enter the name, or SSID, of the wireless router to which you want to connect.
- STEP 5** Press the **Right Arrow** key. Scroll down to choose the type of security:
- None—Press the **Select** button and the phone automatically connects to the router.
 - WEP (Wired Equivalent Privacy)—See [Configuring WEP, page 35](#).
 - WPA/WPA2 Personal—See [Configuring WPA/WPA2 Personal, page 36](#).



Configuring WEP

- STEP 1** In the Wi-Fi Security Screen, scroll to WEP and press the **Right Arrow** key.



- STEP 2** Press the **Right Arrow** key to choose the WEP key length (64 or 128 bits).
- STEP 3** Press the **Down Arrow** key and enter the default TX Key (1, 2, 3, or 4).

STEP 4 Do one of the following:

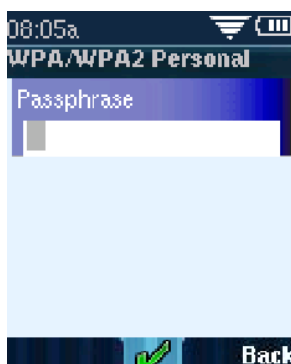
- Scroll down to enter the passphrase. (To generate a passphrase, select **Options**. Click **Generate Key**, then **Save**.)
- Scroll down to enter the 64 or 128-bit key into the Key 1, Key 2, Key 3, or Key 4 field. You chose the TX key field (1, 2, 3, or 4) in Step 3.

STEP 5 Press the **Select** button.

Configuring WPA/WPA2 Personal

STEP 1 In the Wi-Fi Security Screen, scroll to WPA/WPA2 Personal and press the **Right Arrow** key.

STEP 2 Enter the passphrase to access the router.



STEP 3 Press the **Select** button. A message appears if the connection is successful.



NOTE If you have more than one wireless profile saved, the phone tries to contact the first wireless router in the list upon startup.

Editing a Wireless Profile

To edit a profile:

- STEP 1** In the Wireless Setup > Manual Setup screen, press **Options** and choose *Edit Profile*.



- STEP 2** Scroll to the field you want to edit. Make the desired changes and press the **Select** button.

Deleting a Wireless Profile



CAUTION You are not asked to confirm you want to delete the profile, so be sure you want to delete it before proceeding.

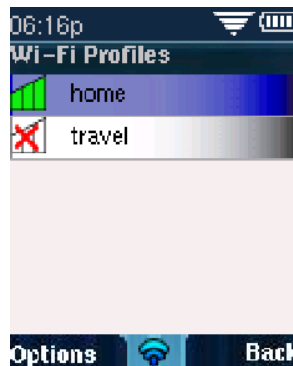
In the Wireless Setup > Manual Setup screen, press **Options** and choose *Delete Profile*.

Switching Between Wireless Profiles

You can configure multiple wireless profiles on your WIP310. If you have more than one wireless profile saved on your phone, the phone tries to contact the first wireless router in the list upon startup. Therefore, you should first configure the wireless profile for the location where you use the phone the most.

To switch to a different wireless profile, you need to manually choose it from the list in your phone:

- STEP 1** In the Home screen, press the **Select** button to display the Settings menu. Press the **Select** button again and navigate to the *Wireless Setup* menu.
- STEP 2** Press the **Select** button to view your options. Select **Manual Setup** to show the list of configured wireless networks.



- STEP 3** Use the **Up** or **Down** Arrow key to choose the network you want from the list and press the **Select** button.

The phone displays a message if it successfully connects to the wireless network.

Choosing the Wireless IP Settings

By default, your WIP310 phone uses Dynamic Host Configuration Protocol (DHCP). With DHCP, the router assigns an IP address to your phone. This IP address assignment is dynamic, meaning that the IP address assigned to your phone can change.

You can configure the phone with a static, or unchanging IP address.



NOTE You should only configure your WIP310 to use a static IP address if you have been instructed to do so by your ITSP or by another support person.

To change the wireless IP setting:

- STEP 1** In the Home screen, press the **Select** button to display the Settings menu. Navigate to the *Wireless Setup* menu and press the **Select** button to view your options.
- STEP 2** Select IP Settings and press the **Select** button.



- STEP 3** Press the **Right** Arrow key to choose DHCP or Static IP.

If you choose Static IP, enter the following:

- Static IP—Enter the permanent IP address to assign to your phone.
- NetMask—Enter the netmask to identify the subnet.
- Gateway—Enter the IP address of your wireless router.
- Primary DNS—Enter the IP address of the primary Domain Name Server. (This server translates domain names to IP addresses.)
- Secondary DNS—Enter the IP address of the secondary Domain Name Server.

- STEP 4** Press the **Select** button.

Registering Your Phone

After you configure your phone to connect to the wireless network, your phone must register with your ITSP. If you received your phone directly from your ITSP, it should be pre-configured and perform this step automatically.

If there is a problem with registration, the phone displays a message that it failed to register. If this occurs, contact your ITSP for assistance.

Using Your WIP310

This chapter contains the following sections:

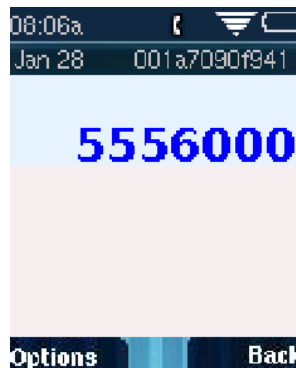
- [Making and Receiving Phone Calls, page 42](#)
- [Using the Speaker Phone, page 45](#)
- [Muting Your Phone, page 45](#)
- [Adjusting the Call Volume, page 45](#)
- [Transferring a Call, page 46](#)
- [Creating Conference Calls, page 46](#)
- [Viewing Missed Calls, page 47](#)
- [Viewing the Call History, page 48](#)
- [Setting Do Not Disturb on Your Phone, page 50](#)
- [Configuring Call Waiting, page 50](#)
- [Blocking Anonymous Calls, page 51](#)
- [Blocking Caller ID, page 52](#)
- [Setting Up Call Forwarding, page 52](#)
- [Using Speed Dials, page 54](#)
- [Choosing Your Ringtone, page 56](#)
- [Using Keypad Options, page 57](#)
- [Changing the Backlight Setting, page 58](#)
- [Setting the Date and Time, page 59](#)
- [Changing the Phone Name \(Station Name\), page 60](#)
- [Viewing the Display Name or Phone Number, page 61](#)

- Using Contacts, page 62
- Using Messaging, page 64
- Using Web Services, page 68

Making and Receiving Phone Calls

To make a phone call:

- STEP 1** Dial the number (including any digits that must be used for long distance).



- STEP 2** Press the **Call** button and the call is placed.

Dialing a Number from the Recently Used Numbers List

- STEP 1** Press the **Call** button and scroll to a number.
- STEP 2** (Optional) To edit the number, press the **Select** button. Use the **Left** and **Right** Arrow keys to insert numbers and the **Back** soft key to delete numbers.
- STEP 3** Press the **Call** button.

Dialing a Number from your Contacts or the Call History List

STEP 1 Press the **Call** button.

STEP 2 Press **Options**, then navigate to choose:

- **Contacts**—Select a number from the Contacts list.
- **Call History**—Select a number from the Call History list.
- **Speed Dial**—Select a speed dial.
- **Star Code**—Select a star code to enter before dialing. See [Using Star Codes, page 74](#).

STEP 3 Press the **Select** button.

STEP 4 Press the **Call** button and the call is placed.

Redialing the Last Called Number

To redial the last called number, in the Home screen, press the **Call** button twice.

Receiving Phone Calls

Press the **Call** button to answer an incoming call. Information about the call appears on the phone screen display.

While the phone is ringing, you can also press the **Options** soft key and choose one of the following options:



- **New Call**—Ignore the call and place a new call. Press the **Down** or **Up** Arrow keys and navigate to *New Call* and press the **Select** button.
- **Mute**—Mute the speaker on your phone.
- **Setup**—Ignore the call and enter the Setup menu.

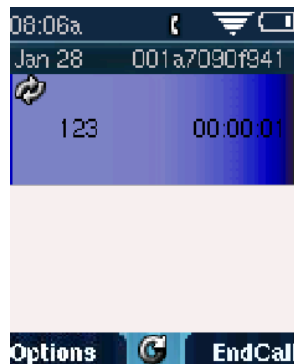
Receiving Phone Calls While Configuring Your Phone

If you receive a call while using a configuration screen on your phone (for example, the Settings screen), a message appears notifying you of the new call.

- To answer the call, press the **Call** button.
- To ignore the call, press the **Back** soft key. You return to the phone screen and the incoming call continues to ring.
- To reject the call, press the **Select** button when the reject icon is displayed.

Placing a Call on Hold

To place a call on hold, press the **Select** button while on a call. The hold icon appears. To return to the call, press the **Select** button again.



Ending a Call

To end a call, press the **Power/End Call** button.

Using the Speaker Phone

The speaker is on the back of the phone, as shown in [Using Your Phone's Hardware Features, page 15](#).

To turn the speaker on before or during a call, press the speaker phone button on the side of the phone.

To turn the speaker on using menus during a call:

-
- STEP 1** Press the **Options** soft key. Press the **Up** or **Down** Arrow key to navigate to *Speaker on*.
- STEP 2** Press the **Select** button. The speaker symbol appears at the top of the phone screen.
-

To turn the speaker off:

-
- STEP 1** Press the **Options** soft key and press the **Up** or **Down** Arrow key to navigate to *Speaker off*.
- STEP 2** Press the **Select** button.
-

Muting Your Phone

To mute your phone, press the **Options** soft key and navigate to *Mute*. Press the **Select** button.

To unmute your phone, press the **Options** soft key and navigate to *Unmute*. Press the **Select** button.

Adjusting the Call Volume

While in a call, press the **Left** or **Right** Arrow key to adjust the call volume. Press the **Select** button to save the setting.

Transferring a Call

You can transfer calls in two ways:

- Blind transfer—Transfer a call to another party without waiting for the other party to answer.
- Attended transfer—Transfer a call to another party after speaking to the other person.

To perform a blind transfer:

-
- STEP 1** While in a call, press **Options** and navigate to *Blind Trnsfr*.
- STEP 2** Press the **Select** button.
- STEP 3** Enter the phone number to which you want to transfer the call.
- STEP 4** Press the **Call** button. The call is immediately transferred.
-

To perform an attended transfer:

-
- STEP 1** While in a call, press **Options** and navigate to *New Call*.
- STEP 2** Enter the phone number to which you want to transfer the call.
- STEP 3** Press the **Call** button.
- STEP 4** After speaking to the other party, press **Options** and navigate to *Transfer*.
- STEP 5** Press the **Select** button. The call is transferred to the other party.
-

Creating Conference Calls

You can create three-way conference calls on your phone. To make a conference call:

-
- STEP 1** Place the first call. (See [Making and Receiving Phone Calls, page 42](#).)
- STEP 2** Press **Options** and navigate to *New Call*. Press the **Select** button.

-
- STEP 3** Enter the second phone number.
- STEP 4** Press the **Call** button.
- STEP 5** When the second party answers, press **Options** and navigate to *Conference*.
- STEP 6** Press the **Select** button. The conference call icon appears.
-

To end a conference call:

- STEP 1** Press the **Up** or **Down** Arrow key to select the party to disconnect.
- STEP 2** Press **End Call**. The selected line is disconnected and you remain in a call with the other party.
-

Viewing Missed Calls

This selection allows you to quickly view any Missed Calls. If there are no missed calls, this choice does not appear. A phone icon appears on-screen along with a message of how many calls were missed.



To view missed calls:

-
- STEP 1** In the Home screen, press the **Options** soft key. Press the **Up** or **Down** Arrow key to navigate to *Missed Calls*.
- STEP 2** Press the **Select** button. A list of missed calls appears. If there is more than one missed call, press the **Up** or **Down** Arrow key to navigate to a call.
- STEP 3** Press the **Select** button to view details about the call.
- If you press the **Options** soft key, you can Send to Contacts, Send Message, Clear List, Clear Entry or Edit Dial (edit the call information).
-

Viewing the Call History

Use this option to view the recent call history for the phone. You can view All Calls, Outgoing Calls, Incoming Calls, or Missed Calls.

To view the call history:

-
- STEP 1** When the phone is in the Home screen, press the **Up** Arrow key to access the Call History screen.
- STEP 2** Press the **Left** or **Right** Arrow key to scroll through the Combined, Outgoing, Incoming, and Missed call history lists.
-

OR

-
- STEP 1** When the phone is in the Home screen, press the **Select** button. Press the **Left** or **Right** Arrow key to scroll to the *Call History* option.
- STEP 2** Press the **Select** button. The entire Call History appears.
- STEP 3** Press the Left or Right Arrow key to scroll through the Incoming Calls, Outgoing Calls and Missed Calls.
-

To place a call to a number in the Call History, or view more details about a call:

-
- STEP 1** Press the **Up** or **Down** Arrow key to navigate to the entry, then press the **Select** button. A small green phone icon appears above the **Select** button.
- STEP 2** Press the **Select** button to select the number to edit, or immediately press the **Call** button to call that number.
-

To save the number to contacts, send a message to, or delete the number from the call history:

-
- STEP 1** When the entry is highlighted, press the **Options** soft key, to see the submenu options. You can choose to Send to Contacts, Send Message, Clear List, Clear Entry or Edit Dial.



- STEP 2** Use the **Up** or **Down** Arrow key to navigate to your choice and then press the **Select** button.
- If you choose to *Send to Contacts*, the Contacts Entry menu appears. You can edit the information.
 - If you choose *Clear List* or *Clear Entry*, the message “Are you sure you want to remove this list/entry?” appears. Press the **Select** button (check mark icon) to confirm your choice.
-

Setting Do Not Disturb on Your Phone

This selection allows you to block incoming calls.

-
- STEP 1** In the Home screen, press the **Options** soft key. Press the **Up** or **Down** Arrow key to navigate to *Do Not Disturb*.
- STEP 2** Press the **Select** button. The Do Not Disturb symbol appears at the top of the phone screen.
-

To turn this feature off, follow steps 1 and 2, selecting **DND Off**.

OR

-
- STEP 1** In the Home screen, press the **Select** button to choose Settings.
- STEP 2** Press the **Select** button and navigate to *Call Preferences*.
- STEP 3** Press the **Select** button and navigate to *Do Not Disturb*.
- STEP 4** Press the **Left** or **Right** Arrow key to select *ON* or *OFF*.
- STEP 5** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Configuring Call Waiting

If you are in a phone call, call waiting notifies you of another incoming call by playing a beep and showing the incoming call on the display. You can turn call waiting on and off.

To configure call waiting:

-
- STEP 1** In the Home screen, press the **Select** button to choose Settings.
- STEP 2** Press the **Select** button and navigate to *Call Preferences*.
- STEP 3** Navigate to *Call Waiting* and press the **Left** or **Right** Arrow key to select *ON* or *OFF*.

Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Blocking Anonymous Calls

You can configure your phone to block calls from an unidentified caller. Calls from unidentified callers will not ring your WIP310 phone. To configure call blocking:

-
- STEP 1** In the Home screen, press the **Select** button to choose *Settings*. Press the **Select** button and navigate to *Call Preferences*.



- STEP 2** Navigate to *Block Anonymous Calls* and press the **Left** or **Right** Arrow key to select *ON* or *OFF*.
- STEP 3** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Blocking Caller ID

You can configure your phone to block your Caller ID from appearing when you make a call. To block your Caller ID:

- STEP 1** In the Home screen, press the **Select** button to choose *Settings*. Press the **Select** button and navigate to *Call Preferences*.



- STEP 2** Navigate to *Block Caller ID* and press the **Left** or **Right** Arrow key to select *ON* or *OFF*.
- STEP 3** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Setting Up Call Forwarding

Use this option to forward incoming calls to a different phone number or to your voice mail. You can forward all calls, forward calls when your phone is busy, or forward calls when there is no answer.

- STEP 1** After navigating to *Call Forwarding* in the Settings menu, press the **Select** button to see the call forwarding options.



- STEP 2** Scroll up or down to navigate to the call forward option that you want. Your choices are:
- Forward All—Forward all calls.
 - Forward All Dest—If you selected Forward All, enter the phone number to which you want to forward all calls. To stop call forwarding, delete the call forwarding number.
 - Forward Busy—Forward calls when you are on a call.
 - Forward Busy Dest—If you selected *Forward Busy*, enter the phone number to which you want to forward the calls. To stop call forwarding, delete the call forwarding number. By default, calls are forwarded to voice mail (“vm” appears in this field).
 - Forward No Ans—Forward calls when there is no answer at your phone. You can set the number of seconds for the phone to ring before it is forwarded in the *Forward No Ans Delay* field.
 - Forward No Ans Dest—If you selected *Forward No Answer*, enter the phone number to which you want to forward the calls. To stop call forwarding, delete the call forwarding number. By default, calls are forward to voice mail (“vm” appears in this field).
 - Forward No Ans Delay—If you selected *Forward No Answer*, the number of seconds to elapse before the call is forwarded. Press the **Left** or **Right** Arrow keys to select the number of seconds.

- STEP 3** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Using Speed Dials

Use this feature to add, edit or delete entries in your speed dial list. You can have up to 98 Speed Dial numbers.



NOTE Speed Dial 1 is reserved for voice mail and is not editable.

Adding a Speed Dial Number

- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
- STEP 2** Press the **Select** button and navigate to *Speed Dial* in the Settings menu.
- STEP 3** Press the **Select** button to see the Speed Dial list.



- STEP 4** Press the **Up** or **Down** Arrow key to navigate to an available Speed Dial number slot (1 is reserved for voice mail). Press the **Select** button.

-
- STEP 5** Enter a name for the speed dial, using the keypad. (See [Entering Text, page 13.](#)) When you are finished, press the **Down** Arrow key to enter a phone number to associate with this name.
- STEP 6** Press the **Select** button (check mark icon) when you are finished.
-

Editing or Deleting a Speed Dial Number

- STEP 1** When you are viewing the Speed Dial list, press the **Up** or **Down** Arrow key to navigate to the entry you want to edit or delete. Press the **Options** soft key.
- STEP 2** Press the **Up** or **Down** Arrow key to navigate to *Remove Entry*, *Edit* or *Edit Dial*. Press the **Select** button.
- STEP 3** Navigate to *Edit* to edit the speed dial name.
- STEP 4** Navigate to *Edit Dial* to edit the speed dial number.
- STEP 5** Press the **Select** button when you are finished.
- STEP 6** If you navigated to *Remove Entry*, press OK (**Select** button). The message, “Are you sure?” appears. Press the **Select** button to remove the entry.
-

Calling a Speed Dial Number

To call a speed dial number that you have configured, press and hold the speed dial digit. For speed dials with more than one digit, press and hold the last number.

Choosing Your Ringtone

Use this feature to change the ringtone for your phone. Choose “no ring” or select from any of six pre-programmed ring tones.

- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
- STEP 2** Press the **Select** button and navigate to *Ringtone*.
- STEP 3** Press the **Select** button to see the Ringtone options.



- STEP 4** Press the **Up** or **Down** Arrow key to navigate to a ring tone choice and press the **Select** button to hear a sample of the tone. Press the **Left** or **Right** Arrow key to adjust the ringer volume.
- STEP 5** Press **Select** (left soft key) to enable the ring tone. An X appears in the check box.
- STEP 6** Press the **Back** soft key to move back one screen. Press the **Power/End Call** button to return to the Home screen.

Using Keypad Options

You can lock or mute your phone keypad.

Locking the Keypad

This selection allows you to temporarily lock the phone buttons and keypad. When the phone is locked, pressing phone keys and buttons has no effect. To enable key lock:

-
- STEP 1** When the phone is in the Home screen, press the **Options** soft key. Press the **Up** or **Down** Arrow key to navigate to *Key Lock*.
- STEP 2** Press the **Select** button to enable Key Lock. A lock icon appears at the bottom center of the screen and the phone returns to the Home screen.
-

To remove the Key Lock:

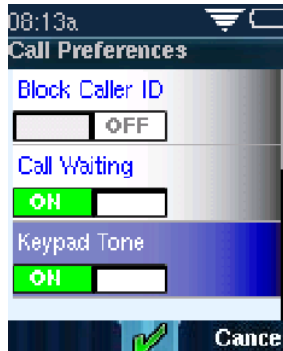
-
- STEP 1** Press the **Select** button (the lock icon displays above this key).
- STEP 2** Press the asterisk (*) button on the keypad.
-

Muting the Keypad

You can turn the phone keypad off so that no tones are played when phone keys and buttons are pressed. To mute the phone keypad:

-
- STEP 1** In the Home screen, press the **Select** button to choose Settings. Press the **Select** button and navigate to *Call Preferences*.

- STEP 2** Navigate to *Keypad Tone* and press the **Left** or **Right** Arrow key to select *ON* or *OFF*.



- STEP 3** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Changing the Backlight Setting

Use this option to manage the screen backlight. The longer the screen is on, the more battery power that is used. You can adjust the amount of time before the screen dims (0 to 30 seconds) or turns off (0 to 60 seconds). You can also choose whether or not to leave the phone screen on while it is charging.

To change the Screen dim after or Screen off after settings:

- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
- STEP 2** Press the **Select** button and navigate to *Backlight Settings*.

STEP 3 Press the **Select** button to see the *Backlight Settings* options.



STEP 4 Press the **Up** or **Down** Arrow key to navigate to the setting you want to change:

- Screen dim/off—Press the **Left** or **Right** Arrow key to increase or decrease the number of seconds that elapse before the screen dims or goes off.
- Screen on during battery charging—Press the **Left** or **Right** Arrow key to select *Yes* (always on at charging) or *No*.

STEP 5 Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Setting the Date and Time

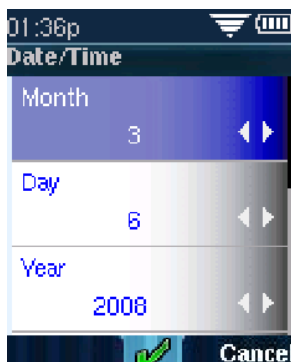
Use this option to customize the date and time settings for the phone. You can individually change the Month, Day, Year, Date Format, Hour, Minute and Time Format (12 or 24 hour).



NOTE Your customized time and date settings are erased if the phone battery is removed or depleted.

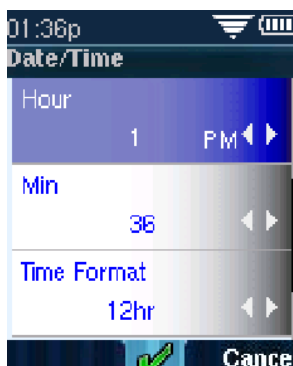
STEP 1 In the Home screen, press the **Select** button to choose *Settings*.

STEP 2 Press the **Select** button and navigate to *Date/Time*.



The top of the screen allows you to change the month, day, year, and date format. Press the **Left** or **Right** Arrow key to increase or decrease the number for each setting.

Use the **Down** arrow key to go to the next screen:



This section allows you to change the hour, minute, and time format. Press the **Left** or **Right** Arrow key to increase or decrease the number for each setting.

- STEP 3** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Changing the Phone Name (Station Name)

The Station Name is the name of the phone that is shown in the upper right of the Home screen.



NOTE If this phone is part of a Cisco SPA9000 Voice System and is registered to a SPA9000, the Station Name also appears in the Corporate Directory.

- STEP 1** In the Home screen, press the **Select** button to choose Settings.
- STEP 2** Press the **Select** button and navigate to *Display Settings*.
- STEP 3** Press the **Select** button to see the Display Settings options.
- STEP 4** Press the **Up** or **Down** Arrow key to navigate to the *Station Name*.



- STEP 5** Use the keypad to enter the name for your phone.
- STEP 6** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.

Viewing the Display Name or Phone Number

To view the Display Name (the name that appears on Caller ID) or Phone Number.

- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
- STEP 2** Press the **Select** button and navigate to *Display Settings*.
- STEP 3** Press the **Select** button to see the Display Settings options.

-
- STEP 4** Press the **Up** or **Down** Arrow key to navigate to *Display Name* or *Phone Number*.
- STEP 5** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Using Contacts

To access the Contact menu, either:

-
- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
- STEP 2** Press the **Right** or **Left** Arrow button to navigate to *Contacts*. Press the **Select** button.
-

OR

In the Home screen, press the **Contacts** soft key.

Adding a Contact

-
- STEP 1** In the Contacts menu, press the **Select** button to access the Contacts list. All current Contacts appear. If there are no names, an empty list appears.
- STEP 2** Press the **Options** soft key and press the **Up** or **Down** Arrow key to navigate to *Add New*.

- STEP 3** Press the **Select** button. The Contacts entry screen appears. You can add the Name, Home Phone, Work Phone, Mobile Phone, Email address and street address. Use the keypad to enter the information.



- STEP 4** Press the **Select** button (check mark icon) to save your entry.
- STEP 5** (Optional) Press the **Options** soft key to add another entry.

Managing Contacts

In the Contacts menu, use the **Options** soft key to manage your Contacts entries. You can do the following:

- Add New—Add a new contact.
- Delete—Delete a contact.
- Add to Speed Dial—Add a speed dial for the contact.
- Send Message—Send a message to the contact's phone.
- Edit Dial—Edit the contact's number before dialing

Editing a Contact

To edit an existing contact:

-
- STEP 1** In the Home screen, press the **Contacts** soft key.
- STEP 2** Navigate to the contact whose information you want to edit.

STEP 3 Press the **Select** button to open the contact's information.

STEP 4 Press the **Select** button when finished editing.

Calling a Contact

To call a contact:

STEP 1 In the Home screen, press the **Contacts** soft key.

STEP 2 Navigate to the contact you want to call.

STEP 3 (Optional) Press the **Right** Arrow key to navigate through multiple phone numbers for the contact.

STEP 4 Press the **Call** button.

Using Messaging

Use Messaging to compose and send a text message up to 127 characters. You can store up to 50 messages in your Inbox, 50 in the Sent box and 50 in the Drafts box.

To access the Messaging menu:

STEP 1 From the Home screen, press the **Select** button to see the menu options. Press the **Left** or **Right** Arrow key to navigate to *Messaging*.

- STEP 2** Press the **Select** button to display the Messaging menu. Press the **Up** or **Down** Arrow key to navigate to an option. You can view your Inbox, compose a New Message, view any Drafts or Sent Items.



Viewing a Message

A notification appears on the phone screen when you have a new, unread message. To view a message:

- STEP 1** In the Messaging menu, press the **Up** or **Down** Arrow key to navigate to *Inbox* and press the **Select** button.
- STEP 2** Use the **Up** or **Down** Arrow key to scroll to the desired message and press the **Select** button to view the message or press **Options** and choose **Read**.

- STEP 3** (Optional) After reading the message, press the **Options** button to choose one of the following:
- **Delete**—Delete the message.
 - **Forward**—Send the message to another phone. Enter the number to which to send the message and press the **Select** button.
 - **Reply**—Create a reply to the message. Use the keypad to enter a reply, then either press the **Select** button to send the message, or press **Options** and choose *Save as Draft* to save the reply in the Drafts folder.
 - **Mark**—Mark the message as new.
 - **Call Back**—Call the sender of the message. Press **Call** to call the sender.
 - **Delete All**—Delete all messages in the Inbox.
-

Composing a Text Message

To compose a message:

-
- STEP 1** In the Messaging menu, press the **Up** or **Down** Arrow key to navigate to *New Message* and press the **Select** button.
- STEP 2** Use the keypad to enter the message. Use the **Back** soft key to delete characters. Click the **Select** button when you are done.
- STEP 3** In the *Send to* field, enter the phone number to which you want to send the message.
- STEP 4** You can then either send or save the message as a draft. Press the **Options** soft key and press the **Up** or **Down** Arrow key to select *Send* or *Save as Draft*.

If you choose to save the message, you can send it or delete it later.

Accessing Draft Messages

To access draft messages:

-
- STEP 1** Press the **Up** or **Down** Arrow key to navigate to *Drafts* from the Messaging menu. Press the **Select** button to enter the Drafts mailbox.
- STEP 2** Scroll to navigate to the message. Press the **Select** button to edit the message.
- STEP 3** To manage the Drafts mailbox, press **Options** and press the **Up** or **Down** Arrow key to select one of the following:
- Edit
 - Edit Dial—Edit the destination number and place a phone call to that number. Press the **Call** button to place the call after editing.
 - Delete
 - Delete All—Delete all messages from the Drafts mailbox.
-

Accessing Sent Messages

To access sent messages:

-
- STEP 1** Press the **Up** or **Down** Arrow key to navigate to *Sent Items* from the Messaging menu. Press the **Select** button to enter the Sent Items mailbox.
- STEP 2** Scroll to navigate to the message. Press the **Select** button to edit the message.
- STEP 3** To manage the Sent Messages mailbox, press **Options** and press the **Up** or **Down** Arrow key to select one of the following:
- Edit
 - Edit Dial—Edit the destination number and place a phone call to that number. Press the **Call** button to place the call after editing.
 - Delete
 - Delete All—Delete all messages from the Sent Messages mailbox.
-

Using Web Services

Use this option to download data services from the Web. When you have a connection to the Internet, you can download local area business, entertainment, and other local information.

- STEP 1** Press the **Select** button to see the *Settings* menu options. Press the **Left** or **Right** Arrow key to select *Web Services*.
- STEP 2** Press the **Select** button to view the available Web Services.
- STEP 3** Press the **Up** or **Down** Arrow key to navigate to an available Web Services option.



Using Local Search

Use local search to find listings in your area based on the search criteria you enter. To use local search:

- STEP 1** In the Web Services menu, press the **Up** or **Down** Arrow key to navigate to *Local Search*. Press the **Select** button to see the Local Search screen.
- STEP 2** Use the phone keypad to enter your zip code.
- STEP 3** Press the **Down** Arrow key to enter keyword information, using the phone keypad. The phone displays available local information on the screen.

Getting Stock Quotes

To obtain stock quotes, you create a list of stocks to track.

-
- STEP 1** In the Web Services menu, press the **Up** or **Down Arrow** key to highlight *Stock*.
 - STEP 2** Press the **Select** button.
 - STEP 3** In the *GET QUOTE* field, enter the symbol for the stock you want to track.
 - STEP 4** Press the **Select** button. The name is added to the list of stocks.
 - STEP 5** To view the stock list, press the **Back** soft key. Press the **Power/End Call** button to return to the Home screen.
-

To add other stocks to the list:

-
- STEP 1** In the list of stocks you are tracking, press **Options**.
 - STEP 2** Scroll to *Edit List* and press the **Select** button.
 - STEP 3** Press **Options** and scroll to *Add New*. Press the **Select** button.
 - STEP 4** In the *GET QUOTE* field, enter the symbol for the stock you want to track.
 - STEP 5** Press the **Select** button. The name is added to the list of stocks.
 - STEP 6** To view the stock list, press the **Back** soft key. Press the **Power/End Call** button to return to the Home screen.
-

To delete a stock from the list:

-
- STEP 1** In the list of stocks you are tracking, press **Options**.
 - STEP 2** Scroll to *Edit List* and press the **Select** button.
 - STEP 3** Highlight the stock you want to delete.
 - STEP 4** Press **Options** and scroll to *Delete*. Press the **Select** button.
 - STEP 5** To view the updated stock list, press the **Back** soft key. Press the **Power/End Call** button to return to the Home screen.
-

Viewing Local Weather Information

You can access local weather information by zip code. To get weather information:

-
- STEP 1** In the Web Services menu, press the **Up** or **Down** Arrow key to highlight *Weather*.
 - STEP 2** Enter the first zip code for the area weather you want to view.
 - STEP 3** Press the **Select** button. The screen displays local weather information. The location you entered is added to the list of weather information. Press the **Back** soft key to view this list.
-

To add another location to the list:

-
- STEP 1** In the Web Services menu, press the **Up** or **Down** Arrow key to highlight *Weather*.
 - STEP 2** Press the **Select** button to view the list of weather locations.
 - STEP 3** Press **Options** and use the **Up** or **Down** Arrow key to highlight *Add New*.
 - STEP 4** Press the **Select** button.
 - STEP 5** Enter the zip code for the weather area you want to view. The screen displays the local weather information and the location you entered is added to the list of weather information. Press the **Back** soft key to view this list.
-

Advanced Functions

This chapter describes advanced phone functions.

**CAUTION**

Do not edit any of the advanced phone settings described in this chapter unless directed to do so by a technical support person from your Internet Telephony Service Provider (ITSP) or your Value Added Reseller (VAR).

This chapter contains the following sections:

- [Enabling the Web Server, page 71](#)
- [Using the Web Interface, page 72](#)
- [Using Star Codes, page 74](#)
- [Upgrading Your Phone Firmware, page 76](#)
- [Performing a Factory Reset, page 77](#)
- [Restarting the Phone, page 78](#)

Enabling the Web Server

Enabling the web server allows the phone to be configured using a web browser.

**NOTE**

Most phone configuration is done using the phone. However, enabling this setting allows system administrators to use the web browser to configure advanced settings.

To enable the web server:

- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
 - STEP 2** Press the **Select** button and scroll to navigate to *Misc Settings*.
 - STEP 3** Press the **Select** button to see the *Misc Settings* options.
 - STEP 4** To Enable Web Server, press the **Left** or **Right** Arrow key to select *ON* or *OFF*.
 - STEP 5** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Using the Web Interface

-
- STEP 1** Obtain the IP address of your phone by pressing the **Options** softkey. Scroll to *Phone Info* and press the **Select** button.
 - STEP 2** On your PC, open Internet Explorer.
 - STEP 3** Enter the IP address of your phone in the browser toolbar.

STEP 4 The Info page of the Wireless-G IP Phone Web Interface displays.



Info System User [Admin Login](#)

System Information

Connection Type:	DHCP	Current IP:	192.168.1.107
Host Name:	CiscoPhone	Domain:	
Current Netmask:	255.255.255.0	Current Gateway:	192.168.1.1
Primary DNS:	68.87.73.242	Secondary DNS:	68.87.71.226
Primary NTP Server:		Secondary NTP Server:	
FTP Server:			

Product Information

Product Name:	WIP310	Serial Number:	WQE00G600153
Software Version:	5.0.8(07151912)	Hardware Version:	R02
IAC Address:	001A7090FA37	Client Certificate:	Not Installed
Licenses:	None		

Phone Status

Current Time:	8/26/2008 11:00:33	Elapsed Time:	16:30:08
Broadcast Pkts Sent:	0	Broadcast Bytes Sent:	0
Broadcast Pkts Recv:	0	Broadcast Bytes Recv:	0
Broadcast Pkts Dropped:	0	Broadcast Bytes Dropped:	0
TP Packets Sent:	0	RTP Bytes Sent:	0
TP Packets Recv:	0	RTP Bytes Recv:	0
IP Messages Sent:	1953	SIP Bytes Sent:	1068921
IP Messages Recv:	1949	SIP Bytes Recv:	826117
External IP:			

XT 1 Status

Registration State:	Registered	Last Registration At:	8/26/2008 11:00:04
Next Registration In:	26 s	Message Waiting:	No
Unregistered SIP Port:			

XT 1 Call 1 Status

Call State:	Idle	Tone:	None
Codec:		Decoder:	
Type:		Remote Hold:	
Callback:		Peer Name:	
Peer Phone:		Duration:	
Packets Sent:		Packets Recv:	
Bytes Sent:		Bytes Recv:	
Decode Latency:		Jitter:	
Round Trip Delay:		Packets Lost:	
Packet Error:		Mapped RTP Port:	
Media Loopback:			

You can configure some of your phone settings, such as call forwarding and Do Not Disturb, using the web interface. See the sections on those settings in this guide for more information.

Using Star Codes

The WIP310 supports numerous “star codes: to access phone supplementary services. These codes, which start with *, are entered before dialing a telephone number and provide services. For example, to block caller ID (star code 67), you would dial *67, followed by the telephone number you are calling.

Following is a list of supported star codes:

Code	Definition
98	Perform a blind call transfer. See Transferring a Call , page 46.
86	Deactivate Call Back.
72	Activate Call Forward All. See Setting Up Call Forwarding , page 52.
73	Deactivate Call Forward All.
90	Activate Call Forward Busy. See Setting Up Call Forwarding , page 52.
91	Deactivate Call Forward Busy.
92	Activate Call Forward No Answer. See Setting Up Call Forwarding , page 52.
93	Deactivate Call Forward No Answer.
56	Activate Call Waiting. See Configuring Call Waiting , page 50.
57	Deactivate Call Waiting.
71	Activate Call Waiting for a single call.
70	Deactivate Call Waiting for a single call.
67	Activate Caller ID Blocking. See Blocking Caller ID , page 52.
68	Deactivate Caller ID Blocking.
81	Activate Caller ID Blocking for a single call.
82	Deactivate Caller ID Blocking for a single call.
77	Activate anonymous call blocking. See Blocking Anonymous Calls , page 51.

Code	Definition
87	Deactivate anonymous call blocking.
78	Activate Do Not Disturb. See Setting Do Not Disturb on Your Phone, page 50 .
79	Deactivate Do Not Disturb.
16	Activate Secure Call feature for all calls.*
17	Deactivate Secure Call feature for all calls.*
18	Activate Secure Call feature for a single call.*
19	Deactivate Secure Call feature for a single call.*
96	Page an extension.**
38	Park a call.*
36	Pick up a call at another extension.*
39	Unpark a call.*
37	Pick up a group call.*
03	Request media loopback for a call to monitor Voice over IP quality.
071770	Configure the phone to prefer the G711u codec for all calls.
027110	Force the phone to use the G711u codec for all calls.
017111	Configure the phone to prefer the G711a codec for all calls.
027111	Force the phone to use the G711a codec for all calls.
0172632	Configure the phone to prefer the G726r32 codec for all calls.
01729	Configure the phone to prefer the G729 codec for all calls.
02729	Force the phone to prefer the G729 codec for all calls.

*Requires that the WIP310 phone be part of a Cisco SPA9000 Voice System network.

**Requires that the paged extension be part of a Cisco SPA9000 Voice System network.

Upgrading Your Phone Firmware

The software on your WIP310 that controls the phone's features and functions is called firmware. You may be advised by your technical support person to upgrade your firmware if the phone shipped with an older version.



CAUTION We suggest that you do not upgrade firmware without being told to do so by a technical support person from your ITSP or Value Added Reseller.

Your firmware can be upgraded in the following ways:

- Remotely—Your ITSP may upgrade your firmware remotely from an HTTP server or by using a profile for your phone. For more information on this method of upgrading your software, contact your ITSP.
- By Downloading Firmware to your Computer—You can download an upgrade package and run the upgrade utility to upgrade your firmware. You need the phone's USB cable to perform this task. Your PC must have the Microsoft Windows XP or Vista operating system installed.
- By Using the Cisco SPA9000 Voice System Setup Wizard—The Wizard ships with the latest firmware for all phones that are used in the Cisco SPA9000 Voice System, including the WIP310. Firmware upgrades can be completed by using the Setup Wizard.

To determine the phone's firmware version:

-
- STEP 1** In the Home screen, press the **Select** key and navigate to *Settings*.
- STEP 2** Press the **Select** key and navigate to *Phone Info*.
- STEP 3** Scroll to *Software Version*. The phone lists the software version.
-

To upgrade your phone firmware using the upgrade utility:

-
- STEP 1** Download the Cisco WIP310 Upgrade Utility (see www.linksys.com/wip310 to obtain this software) onto your computer.
 - STEP 2** Turn off your WIP310 and connect it to your computer using the USB cable.
 - STEP 3** Double click the Cisco WIP310 Upgrade Utility and follow the on-screen instructions. When the upgrade is complete, disconnect the phone from your PC and power it on.
-

To upgrade your phone firmware if your WIP310 is part of a Cisco SPA9000 Voice System:

-
- STEP 1** Start Internet Explorer, and enter the following URL: <http://www.cisco.com/go/smallbiz>.
 - STEP 2** Search for the SPA9000 product.
 - STEP 3** Download the Setup Wizard.
 - STEP 4** Double-click **SetupWizard.exe** to run the program.
-

Performing a Factory Reset



CAUTION This option resets all the phone settings to the factory default. The phone settings are restored to the same settings the phone had when it came out of the box. The call histories, speed dials, contacts, and any other custom changes are erased!

-
- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
 - STEP 2** Press **Select** again to enter the *Settings* menu.
 - STEP 3** Navigate to *Factory Reset*. Press the **Select** button.

-
- STEP 4** Press the **Up** or **Down** Arrow key to navigate to the setting you want to reset to Factory default settings.
 - STEP 5** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Restarting the Phone

Use this option to restart the phone. If you are on an active call, it is disconnected.

-
- STEP 1** In the Home screen, press the **Select** button to choose *Settings*.
 - STEP 2** Press **Select** again to enter the *Settings* menu.
 - STEP 3** Navigate to *Restart Phone* and press the **Select** button. The question, "Are you sure?" appears on-screen.
 - STEP 4** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Using the WIP310 with the Cisco SPA9000 Voice System

This chapter contains information about Cisco SPA9000 Voice System-specific functions of the WIP310. The Cisco SPA9000 Voice System (formerly called the Linksys Voice System) is an Internet telephony phone system for small businesses that provides features such as shared telephone lines, paging, call parking, and hunt groups. If your WIP310 is used in a small business environment, it may be part of a Cisco SPA9000 Voice System. Contact your system administrator for more information.

**NOTE**

The Cisco SPA9000 Voice System features described in this chapter work only if your Wireless IP Phone is part of a Cisco SPA9000 Voice System and the phone is registered to a SPA9000. Consult your system administrator if you need more information.

Picking Up Calls

You can pick up a call that is ringing at another extension. Depending on the way your phone network is configured, you can pick up a call ringing at any extension, or you may have a group of phones configured where members of the group can pick up a call ringing at any group member's phone.

Picking Up a Call at a Specific Extension

To pick up a call ringing at a specific extension:

-
- STEP 1** From the **Home** screen, enter the pickup star code (36) and the extension number of the ringing phone.
 - STEP 2** Press the **Call** button.
-

Picking Up a Call at an Extension in a Group

To pick up a call ringing at an extension in your group of phones:

-
- STEP 1** From the Home screen, enter the group pickup star code (37). A list of phone calls to extensions in the group displays.
 - STEP 2** Select the extension whose call you want to pick up and press the **Call** button.
-

Using Call Park

If your phone is part of a Cisco SPA9000 Voice System, you may have this feature. You can “park,” or place a call on hold on a line. You can then “unpark” or retrieve the call from your wireless IP phone.

Parking a Call

To park a call:

-
- STEP 1** While in a call, press **Options** and navigate to *New Call*.
 - STEP 2** Dial *38 and then a number to park the call. This number can be any number; choose one that is easy to remember. (For example, *1001.)
 - STEP 3** Press the **Call** button. The call is parked on the line number that you entered; the caller hears on-hold music.
-

Retrieving Parked Calls

If your phone is part of a Cisco SPA9000 Voice System, you may have this feature. You can “unpark” or retrieve a parked call from your wireless IP phone.

To retrieve a parked call if you know the parked line number:

-
- STEP 1** Dial *39 and the number of the line on which the call is parked. (For example, *1001.)
 - STEP 2** Press the **Call** button. The parked call is transferred to your phone.
-

If you do not know the parked line number:

-
- STEP 1** In the Settings menu, navigate to *Call Park Status* and press the **Select** button. The screen displays information about any parked calls, including the extension number of the person who parked the call; the name of the caller, and the park line number.
 - STEP 2** Use the arrow keys to navigate to the call you want to retrieve, then press the **Call** button to unpark the call. The call is transferred to your phone.
-

Using Paging

Your WIP310 can automatically answer pages from other Cisco SPA phones in the Cisco SPA9000 Voice System. When your WIP310 is paged, the phone emits a series of beeps, and two-way audio is established between your phone and the phone that called you. You do not have to accept the page.

You can page another extension in the Cisco SPA9000 Voice System with your WIP310. To page another phone:

-
- STEP 1** Dial *96, then the extension of the phone you are paging.
 - STEP 2** Press the **Call** button.
-

Using the Corporate Directory

After navigating to *Corporate Directory* in the Settings menu, press the **Select** button. The phone looks for the corporate directory. If it finds entries, a list appears.

Press the **Up** or **Down** Arrow key to navigate to a name.

Press the **Call** button to place the call. (To edit the number before calling, press **Options**. Edit the number, then press the **Call** button.)

Enabling the Linksys Key System

If your phone is part of a Linksys Key System, you need to enable the key system to access Linksys Key System functions.

-
- STEP 1** After navigating to *Misc Settings* in the Settings menu, press the **Select** button to see the Misc Settings options.
 - STEP 2** To enable the Linksys Key System, press the **Left** or **Right** Arrow key to select *ON* or *OFF*.
 - STEP 3** Press the **Select** button (check mark icon) to confirm or press the **Cancel** soft key to exit without changes.
-

Where to Go From Here

See the following documents for more information relating to the WIP310.

Related Documentation

- *Cisco Wireless-G IP Phone Quick Installation Guide*
- *Cisco SPA and Wireless IP Phone Administration Guide* (for administrators)

Support

Support contact information for this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

Regulatory Compliance and Safety Information

Regulatory Compliance and Safety Information for this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

It is also available on the CD-ROM that ships with this product.

Warranty

Warranty information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

It is also available on the CD-ROM that ships with this product.

End User License Agreement (EULA)

Licensing information that applies to this product is available on Cisco.com at the following location:

www.cisco.com/go/smallbiz

It is also available on the CD-ROM that ships with this product.

Specifications

Model	WIP310
Band	2.4Ghz
Transmit Power	13 dBm for 802.11g / 15 dBm for 802.11b
Radio Range	Outdoor up to 100m-300m, Indoor up to 25m-100m
Antenna	PIFA
External Interface	One USB Port (1.1 and 2.0), 2.5m Standard 4 Segment Ear Phone Jack
Display	1.8 inch TFT, LCD (128 x 160 pixels) 65K Colors, Backlit
Memory	32MB NAND Flash + 32MB SDRAM
Network Protocols	TCP/UDP/IP, IPV4, DHCP Client
Wi-Fi Features	802.11v, 802.11g WMM (802.11e) WMM-PS Security 64-bit, 128-bit WEP Encryption WPA – PSK / TKIP WPA2 – AES / PSK (802.11i) WPS
Voice Protocols	SIP v2 Session Initiation Protocol RFC3261, 3262, 3263, 3264 SDP RFC 2327 SIP Re-Registration with Primary SIP Proxy SIP Proxy Redundancy via DNS SRV
Voice Codecs	G.711 u-law / A-law, G.723.1 (6.3kbps, 5.3kbps), G.726 (at 32 kbps only), G.729AB
DTMF Transmission	In-band, Out-band (RFC2833)
Voice Quality	G.167 and G.168 Echo Cancellation Automatic Gain Control (AG) Adaptive Jitter Buffer Packet/Frame Lost Concealment Adjustable Audio Frames Per Packet

Call Control*	CNG - Comfort Noise Generation
	VAD - Voice Activity Detection
	Caller ID
	Call Mute
	Call Hold / Resume
	Call Forward (Conditional, Unconditional, Busy or No Answer)
	Call Transfer (Attended or Blind)
	Call Waiting
	Call Blocking
	Do Not Disturb
	Shared Line Appearance
	3-way Conferencing with local mixing
	Speaker Phone Button
	Local Phone Book
Phone Feature	Dial from Call History
	SMS (Short Message Service)
	Web Services (Weather / Stock Quote / Local Search)
	Selectable Ring Tones
	Key Lock
	Volume Control
	RF/Battery level indication
	Wi-Fi Signal Integrity and Performance
	Wi-Fi AP Site Survey
	Voice / Data Statistic
	Speed Dial
	Clock
	Phone Book (200 Records)
	Call History (20 Records)
Management features	Embedded Web configuration interface (with password protection)
	Auto Provisioning via TFTP/HTTP/HTTPS
	Configuration changes via MMI or Web GUI
	Remote Software firmware via TFTP/HTTP/HTTPS
	Secure, Remote Provisioning capabilities for mass-scale Service Provider Activation

Environmental

Handset

Dimensions	1.71" x 5.85" x 1" W x H x D (44 x 149 x 25 mm)
Weight	.24 lbs, 3.88 oz (110 g)
Charger	Mini USB AC adapter AC100 ~ 240V Input, 5V/1.0A DC Output
Power	Li-Ion 3.7V 860mAH Battery, AC Adapter **
Certification	FCC, CE, IC, Wi-Fi
Operating Temp.	32 to 104°F (0 to 40°C) Storage Temp. -4 to 149°F (-20 to 65°C) Operating
Humidity	10% to 80% Non-Condensing
Storage Humidity	10% to 95% Non-Condensing

* Some features may require support by call server.

**Batteries are rechargeable and have a limited number of charge cycles. The batteries may eventually need to be replaced. Battery life will vary from the stated average by usage, configuration and environment.